Process Assessment Tool
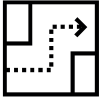
A PwC Product

One-stop solution for enterprise-wide intelligent automation opportunity identification

Your challenges

Driving progress while aligning with roadmaps: Near-term robotic process automation (RPA) opportunities with high returns on investment (ROIs) may be overlooked if a solution is targeted on an enterprise roadmap.

Managing change – fear of disruption: Lack of trust in data and systems forces organisations to rely on manual processes and makes them reluctant to change.

Automation process viability: Organisations tend to take a 'lift-and-shift' approach towards automation instead of enhancing current-state processes before initiating the creation of automated solutions.

No streamlined processes: Organisations lack standardised processes which makes it difficult to monitor quality and efficiency of any process that affects the ROI.

Development challenge: Lack of a modularised bot-building approach usually leads to the repeated development of the same components across processes.

Our solution

PwC's Process Assessment Tool is a one-stop solution for identifying organisation-wide automation opportunities.

The tool defines target business outcomes, performs high-level process reviews, and conducts process workshops and surveys. It also shows the volume of transactions involved in the processes and maps the average handling time for the same. It allows organisations to accelerate their automation journey by selecting the right processes through a strategically aligned, transparent and data-driven approach.

Why do clients need Process Assessment Tool?

Unified platform to capture all processes

Automates the identification and prioritisation of key parameters to scale up across all functions.

Organisation-wide intuitive dashboard

Provides real-time recommendations for efficient decision making.

Standardised inputs for uniform process assessment

Reduces subjectivity in captured process inputs.

Organisation-specific parameters

Only adds key decision points that influence business drivers for automation.

Process Assessment Tool

Automation Opportunity Identification

Process Assessment Tool

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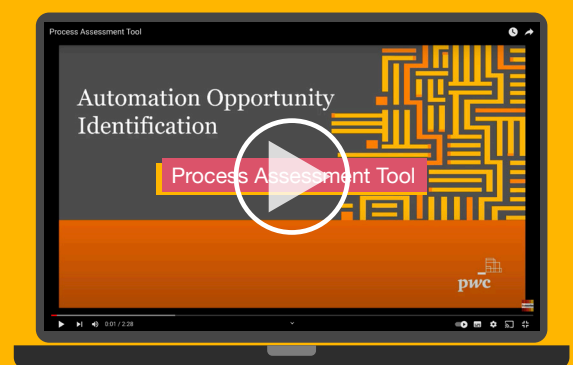
Approach

1

Wide scan assessment

The purpose of the wide scan assessment is to develop a hypothesis based on potential opportunity areas prior to initiating the assessment with a function or sub-function.

2

Narrow scan assessment

The purpose of automation viability scoring is to categorise the process into different value-driven buckets (suitability, complexity, value) for automation. Scoring helps in process prioritisation.

3

Process prioritisation and deep dive

The purpose of the deep dive is to understand and evaluate the processes under selected focus areas. This activity captures a detailed view of the processes, which includes both quantitative and qualitative information.

Use cases

Automation assessment for leading Indian chemical manufacturers

Problem statement: The client wanted an organisation-wide RPA assessment along with the creation of a roadmap for sustainable, scalable growth of the centre of excellence (CoE).

Our approach: The organisation entered more than 150 processes in the Process Discovery Tool. Processes were then scored on complexity, suitability, full-time equivalent (FTE) savings and qualitative benefits, and were prioritised according to preference from highest to lowest.

Automation discovery of project strategy for a leading Indian private insurance company

Problem statement: The client required an intelligent automation partner to carry out automated process discovery and prioritisation, by entering business cases, creating business requirement document (BRD) and implementing identified processes.

Our approach: The team obtained the process details of over 250 processes through PwC's Process Discovery Tool and shortlisted the top 100 processes. Thereafter, deep dive assessment was carried out for 20 processes and a BRD was created.

The assessment provided a high-level view with respect to automation potential, associated business cases and created BRDs for shortlisted processes.

Intelligent automation assessment for a leading private bank in India

Problem statement: The aim was to create a robust automation foundation in the bank and jumpstart its automation journey by identifying potential processes for automation, creating a prioritised book of work and analysing the technology landscape for platform recommendation.

Our approach: We shortlisted processes based on FTE savings, automation complexity and suitability.

We then analysed their technology landscape and evaluated six different platforms – UiPath, Automation Anywhere, Blue Prism, AntWorks, AutomationEdge and Datamatics – from an automation point of view for the assessed processes.

Automation assessment for a multinational British oilfield service provider

Problem statement: The client embarked on an extensive effort to develop an automation roadmap for more than 20 processes.

Our approach: We performed process assessment for intelligent automation (RPA, OCR, NLP) for the client across three departments – finance, treasury and human resources. The client entered more than 60 processes in the Process Discovery Tool. More than 20 spot validation sessions with the business were arranged to validate the process data and obtain a high-level understanding of the processes.

The assessment results and charts were displayed on Power BI dashboards to present a comprehensive view of the processes.

Value proposition

Features

- Use customisable questionnaires for your target audience to help derive the quality insights

- Employ intuitive, easy-to-use and scalable channels across the entire organisation.

- Use standardised answers to reduce subjectivity and obtain uniform responses across functions for ease of comparison.

- Rank processes by filtering key decision points to easily prioritise them and create a roadmap.

- Obtain data-driven insights and a high-level overview of all processes or a comprehensive view of a single function, based on a user's requirement.

- Adjust weightages for answers and alter ranges of acceptable values to account for risk appetite, budgetary constraints, etc.

Benefits

- Identify the right set of parameters for process prioritisation and scale these across functions.

- Reduce subjectivity in the inputs captured and the resultant analysis.

- Eliminate the need to maintain different versions of scorecards and allow editing rights in accordance with a user's role.

- Obtain real-time recommendations for efficient decision making.

About PwC

At PwC, our purpose is to build trust in society and solve important problems. We're a network of firms in 152 countries with over 328,000 people who are committed to delivering quality in assurance, advisory and tax services. Find out more and tell us what matters to you by visiting us at www.pwc.com.

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